

PROCEEDINGS OF THE BROWN COUNTY HUMAN SERVICES BOARD

Pursuant to Section 19.84 Wis. Stats, a regular meeting of the **Brown County Human Services Board** was held on Thursday, November 10, 2016 in Room 365 of the Community Treatment Center – 3165 Gershwin Drive Green Bay, WI

Present: Chairman Tom Lund
Carole Andrews, Craig Huxford, Jesse Brunette, Susan Hyland, Paula Laundrie,
JoAnn Grashberger

Excused: Aaron Linssen, Bill Clancy

Also

Present: Erik Pritzl, Executive Director
Nancy Fennema, Deputy Director
Eric Johnson, Finance Manager
Luke Schubert, Hospital & Nursing Home Administrator

1. **Call Meeting to Order:**
The meeting was called to order by Chairman Lund at 5:15 pm.
2. **Approve/Modify Agenda:**
GRASCHBERGER / LAUNDRIE moved to approve the agenda.
The motion was passed unanimously.
3. **Approve Minutes of October 13, 2016 Human Services Board Meeting:**
HYLAND / HUXFORD moved to approve the minutes dated October 13, 2016.
The motion was passed unanimously.
4. **Executive Director's Report:**
Executive Director Pritzl handed out his report (attached).

Citizen Board Member Jesse Brunette entered at 5:18.

Q: Citizen Board Member Laundrie asked why the average amount of law enforcement time per crisis contact was high for August.

A: Executive Director Pritzl that there were most likely more complicated cases, some that were possibly substance abuse related. If there is a complex medical issue that needs medical clearance, law enforcement stays with the individual the entire time.

Q: Citizen Board Member Laundrie asked if there are more crisis calls during the day or evening hours.

A: Executive Director Pritzl that the Crisis Center does track that data and from what he recalls, there were a lot of daytime calls which was somewhat surprising.

LAUNDRIE / ANDREWS moved to receive and place on file.
Motion was carried unanimously.

5. Continued Discussion re: Barbara Bauer Award:

Kara Navin had emailed out the board members criteria for this award. Joann Grascberger suggested that they nominate Helen Smits who was on the Human Services Board for a long time, was a mental health nurse and taught at NWTC. Joann will get a hold of Helen and her and Paula will meet with her. They will report back next month to the board.

6. CTC Administrator Report including NPC Monthly Report & QAPI Summary Report:

The reports were included in the agenda. Schubert highlighted some key items in the reports.

Q: Citizen Board Member Laundrie asked if grievances get shared with other agencies that are involved (i.e. the sheriff's department).

A: Administrator Schubert stated they do share the information as long as they have patient consent.

Schubert stated that they included a lot of data in the packet but in the future will report summary of the focus areas.

HUXFORD / BRUNETTE moved to receive and place on file.
Motion was carried unanimously.

7. Financial Report for Community Treatment Center and Community Programs:

A financial summary was included in the board agenda. Financial Manager Eric Johnson went through the numbers and highlighted that the average census increased for both the CBRF and the hospital.

Executive Director Pritzl stated that the county board of supervisors asked what is happening with the remaining money in the budget that was put in for the mental health initiatives. Pritzl stated there was a planned usage of fund balance for 2016 and the county board will need to determine how to handle the needed funds at the end of the year.

Q: Chairman Lund asked if our 2017 budget is supposed to be a bottom lined budget.

A: Executive Director Pritzl stated that all mental health initiatives will be operational and funds will be directly applied in the beginning (i.e. family care payment) so we do plan to have a balanced budget.

GRASCHBERGER / ANDREWS moved to receive and place on file.
Motion was carried unanimously.

8. Statistical Reports:

Please refer to the packet which includes this information.

LAUNDRIE / HYLAND moved to receive items 8 a-c and place on file.

9. Approval for New Non-Continuous Provider & New Provider Contract:

Please refer to the packet which includes this information.

Q: Citizen Board Member Laundrie asked if we are increasing our services to children as she is seeing providers listed she hasn't noticed before (i.e. better days mentoring, expressive therapies, etc.).

A: Fennema stated that our Contracts Manager, Molly Hillmann, prepared a better report for the board giving better information. It also could be that we are adding additional services to our CCS (Comprehensive Community Services) program.

ANDREWS / LAUNDRIE moved to receive item 9 and place on file.
Motion was carried unanimously.

10. Other Matters:

Next Meeting: Thursday, December 8, 2016
5:15 p.m. – Sophie Beaumont, Board Room A

11. Adjourn Business Meeting:

LAUNDRIE / HYLAND moved to adjourn; motion passed unanimously. Chairman Lund adjourned the meeting at 5:57 p.m.

Respectfully Submitted,

Kara Navin
Office Manager

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Erik Pritzl Executive Director

To: Human Services Board
Human Services Committee

From: Erik Pritzl, Executive Director

Date: November 10, 2016

Re: Executive Director's Report

Activities since the last time the Human Services Board and Committee are summarized below by the primary division area of the department.

Community Programs

Behavioral Health

Mental Health Initiatives Updates:

- The Day Report Center is expected to be operating beginning November 14, 2016. Family Services staff members have provided information and received feedback through two meetings with Court staff, and have met with classification staff at the Brown County Jail. Family Services staff members have been able to use program tools and templates from their work in other counties where they have provided this service.
- Mobile Crisis Expansion was approved previously, and the contracted provider, Family Services, has filled all positions. June through October performance information is as follows:

Measure:	June	July	August	Sept	Oct
Number of In person mobile assessments.	75	91	80	103	88
Duration (minutes) of in person mobile crisis assessments.	83	58	74	58	75
Average response time (minutes) for mobile calls. Response time less than 30 minutes (80% benchmark).	87%	88%	81%	72%	88%
Average amount of law enforcement time (hours) per crisis contact--GBPD			14.7	6.1	5.2
Number of diversion stays (days).	10	11	21	18	23
Duration (days) of diversion stays.	42	51	67	76	63

- Residential treatment has been through the required approvals for the service. Staff members have been identifying people who are candidates for residential treatment through the assessment process including using the Uniform Placement Criteria required by the Department of Health Services. This service was just approved as part



of the expansion in October, we don't have information regarding placements and retention in treatment at this time.

- Detoxification services for incapacitated individuals have been provided, with some people choosing to transition to Bay Haven to participate in further assessment. We have received billing information for nineteen days of service for nine individuals. In addition, the Green Bay Police Department has reported that eighteen people have been taken to Bellin for alcohol incapacitation holds. There will be process review meetings in November to identify challenges and improvements.

Children, Youth and Families (CYF)

Child Protection—Kid Stat Performance Standards

Child Protective Services has a number of metrics that are tracked at the State level, and of particular importance because Brown County is a “driver” county due to size. There are eight driver counties in Wisconsin. The latest report showed that Brown County CPS staff members have met standards in the following measures:

- Few overdue Initial Assessments (2nd lowest in the State, and 20% below the State average)
- Met the benchmark for Caseworker Contact timeliness (1 of 7 driver counties)
- Met the benchmark for Legal Permanence (1 of 4 driver counties) for children in care for 12 months
- Met the benchmark for Legal Permanence (1 of 7 driver counties) for children in care for 24 months
- Met the benchmark for re-entry into care (only driver county)

The only measure reported that was not met related to placement stability (1 of 6 counties.)

This performance represents significant efforts on the part of Child Protection staff to improve the safety, permanency and well-being of children.

Secure Detention Changes:

A workgroup has been meeting with staff from Shelter Care, Juvenile Justice and Child Protective Services to be proactive in planning for youth, and develop strategies to address capacity issues should these arise. Staff members have identified secure detention facilities in other counties to utilize if needed. A positive development is collaboration between different program areas (Child Protection and Juvenile Justice) around on-call services and best practices.

Community Treatment Center

The utilization of the units of the Community Treatment Center continues to be higher than 2015:

- The Nicolet Psychiatric Center unit has seen a continued increase in the average daily population to 12.1 for the year, with October's utilization at 13.1. We continue to see higher utilization by Brown County residents compared to other counties in 2016 (78%)

vs. 2015 (70 %.) There has been a decrease in the utilization of Winnebago Mental Health Institute.

- The Bay Haven CBRF unit had an average daily population of 5.5 in October, bringing the year to date average daily population to 4.4 which is over the budgeted average of 3.6. The department continues to evaluate other options for Bay Haven.